



Practice News

GP Recruitment

We have now said goodbye to Dr Hulme who has left the partnership and emigrated to Australia after 16 years working with the practice. As part of our GP recruitment, the Practice went to a BMA GP Speed Dating event and featured on the BBC News as a result. The advert is still open for his position and we hope these efforts will raise the profile of the Practice and attract some candidates. We hope to have our post filled soon. We have reconfigured our working week, and with a committed Partnership and highly skilled team we are able to provide the same high quality service that Barns patients have come to expect. In addition to the Doctors, the Practice have a well established team which offer a wide range of nursing skills including 3 Nurse Practitioners, Pharmacist and Physiotherapist.

New Telephone System

Our new long awaited telephone system was installed on 29th March this year. Callers will now be placed in a queuing system and will be informed on their position in the queue while music plays. Although there have been some teething troubles with this, these have been fixed and feedback so far has been positive. We appreciate callers prefer to speak to a person so we have recently added more lines so callers do not have to wait so long for their call to be answered.

We would be happy to receive feedback on any aspect of the telephone system.

DNAs and Cancellations

There has been a rise in the number of patients who have failed to attend appointments despite text reminders being sent. Most of these appointments are made on the same day or the day before. If you cannot attend an appointment for any reason please inform us as soon as possible in order for another person to use this.

To make best use of consulting time available, the practice have adopted a strict policy for removing patients who persistently fail to attend or fail to cancel appointments. In addition to this we will carry out an appointment analysis to try and improve attendance.

If there is a reason why you have missed an appointment, please let us know.

Did you know?

You can cancel an appointment by replying to your text reminder!

Please remember to inform us if you change your mobile number.

Dates to Remember

Bank Holidays

Surgery will be closed on:

Friday 22nd September
2017

Monday 25th September
2017

Have you seen our new website?

Our website has recently been updated to make it mobile friendly

Please have a look



www.medicayr.com

USEFUL TELEPHONE NUMBERS:

District Nursing Team

01292 513877

Podiatry Team

01292 614922

Health Visitor

01292 885529/885534

Midwife

01292 285893

MSK Service

0800 9179390

Ayr/Crosshouse

Hospital Appointments Office

01563 827 070

Physiotherapy Services

Brian Scarisbrick is an Advanced Practitioner Physiotherapist. He holds a clinic in the surgery every Thursday. If you have a musculoskeletal complaint you may be offered an appointment with him. Please ask the receptionist if you wish to book an appointment with him.

Leaflets are available from reception if you would like more information.



Patient Walking Group

Would you like to increase your fitness levels?
Or would you like some company while you walk?

If so, our practice nurse is aiming to start a new Patient Walking Group.

Please contact the surgery to register your interest.

Fundraising for the Ayrshire Hospice



Some of the Barns Practice staff recently took part in the Starlight Walk to raise funds for the Ayrshire Hospice. We carried out various fundraising events within the team and managed to raise £1385.

* The surgery closes every Wednesday between 1pm and 1:45pm for staff training. If you have a medical emergency during this time please telephone **01292 272143** to speak to a member of the reception team*

Should you require medical attention when the practice is closed please telephone:

111

This is the NHS 24 telephone health advice and information line and can be accessed 24 hours a day.

Patient Suggestions

If you have any suggestions you would like to put forward to the practice in order to improve our service and your experience, we would be happy to consider them. We have a suggestions box in the waiting room or you can email us at email@medicayr.com

For regular updates on Practice news and other items of interest, like our Facebook page,

Barns Medical Practice or follow us on twitter [@barnstweets](https://twitter.com/barnstweets)